

**Approved Minutes**  
**Enhanced 911 Commission Meeting**  
**October 1, 2004**  
**Department of Public Safety**  
**1111 Country Club Road**  
**Middletown, Connecticut**

**Commission Members**

Ernest Herrick  
Richard Jackson  
Jeff Morrisette  
Donald Richardson  
Gordon Shand  
Jeff Vannais  
Lee Vincent  
Tom Walsh

**Representing**

Volunteer Fire Service  
Council of Small Towns  
State Fire Administrator  
Cingular Wireless  
Office of Emergency Medical Services  
Public Service Answering Point Representative  
Connecticut Conference of Municipalities  
Office of Emergency Management

**Staff**

George Pohorilak  
Jerry Zarwanski  
Mike Guerrera  
Joan Carrasquillo  
Carey Thompson  
Anne Finn

Office of Statewide Emergency Telecommunications (OSET)  
OSET  
OSET  
OSET  
OSET  
OSET

**Others in Attendance**

Leonard Boyle, Commissioner  
Peter Christensen  
Larry Cole  
Carol Criscuolo  
Andrew Crumbie  
Joe DelBuono  
Dinah Ghirardi  
John Gustafson  
Wayne Maheu  
Tyler Millix  
Jeff Otto  
Ed Pass  
Kathy Pierce  
Roy Piper  
Steve Savage  
Dawn Tapley

Department of Public Safety  
Northwest CT Public Safety Communications Center  
SBC  
AT&T  
Commissioner's Office, Department of Public Safety  
Newtown ECC  
Groton ECC  
CMED New Haven  
Director, Division of Fire, Emergency and Building Services  
Tolland County Mutual Aid Fire Services  
Quinebaug Valley ECC  
SBC  
Cox Communications  
Office of Emergency Management  
Northwest CT Public Safety Communications Center  
Cox Communications

**Call to Order**

Chairman Herrick called the meeting to order at 9:04 a.m. Commissioner Leonard Boyle introduced himself to the E911 Commission. He also introduced Andrew Crumbie, his Executive Assistant. Commissioner Boyle announced Governor Rell will speak at the October 15 press conference in Clinton, regarding Connecticut's success in providing location information for cellular calls.

**Approval of E911 Commission meeting minutes of July 9, 2004**

At 9:14 a.m. there was no quorum. Ernie Herrick announced that six commission members must be present for a quorum. Mr. Herrick delayed voting on approval of the minutes.

**Correspondence**

George Pohorilak distributed a memo from Leonard H. Guercia, Jr., Emergency Medical Technician - Paramedic, Director at the Connecticut Department of Public Health (DPH). This letter will be discussed under EMS data.

**Final approval of E911 Commission meeting minutes of July 9, 2004**

With the arrival of a sixth Commissioner, a quorum was achieved. Lee Vincent motioned and Jeff Morrisette seconded the motion for the approval of the minutes. The motion passed unanimously.

**Public Comment**

John Gustafson mentioned the reimbursements for the EMD vendors. Currently, vendors are reimbursed \$270.00 per student. He indicated that vendors are raising their rates and asked if OSET could raise the reimbursement rate. George Pohorilak indicated that OSET was aware of the upward trend in vendor fees for EMD and stated that OSET was reviewing the issue of raising the reimbursement rates.

**Staff Reports****Training Program**

Sue Vaughn reported. A total of 4 students were re-certified and 22 certified. No instructors were certified or re-certified.

The EMD training program is being revised. Emergency Medical Dispatching is now Emergency Medical Services. Sue Vaughn indicated that a curriculum review committee had been established. The committee headed by George Dunn will revise the current public safety telecommunications training.

A new training module is being formed. This unit will handle hazardous materials, mass casualty, terrorism, mutual aid and natural disasters. Dispatchers will be updated through training. This training will also include handling Amber Alert, 911 Mapping and ICALL/ITAC. The committee will also review suggestions made by the Focus Groups.

ODEM/OSET will be conducting an Educational Seminar for Public Safety Telecommunicators on October 22, 2004 in Meriden, Connecticut. This is a full day seminar and the response so far has been very good with almost 200 registrations. The seminar covers stress management and terrorism and disaster preparedness.

## **EMD Report**

Carey Thompson reported on the status of EMD implementation for the state. All PSAPs have reported compliance. OSET continues to reimburse for training. OSET will conduct a statewide review of compliance over the next quarter. To date, 865 students have taken EMD classes.

## **Unfinished Business**

### **DPH Report – EMS Data**

John Gustafson, Chairman of the DPH Data Committee reported on the progress of the DPH EMS data collection project. The committee is keeping up to date with the Beta system. There will be a meeting about this on October 22 at 10:00 am.

John Gustafson, representing the DPH for Leonard Guercia, discussed the points in the memo referring to the EMS data collection. The Emergency Medical Services Data Collection System (EMSDCS) development is moving forward. The data subcommittee consists of a selected group of EMS professionals with significant experience in data collection. The review of the second iteration will be complete by mid-October. Digital Innovations, the vendor, will make any changes requested by the subcommittee. A five-month testing period will commence in mid-November.

## **E911 Funding**

### **OSET – EMS Data**

Mike Guerrero reported 43 out of 107 PSAPs submitted EMS data for the second Quarter 2004. George Pohorilak said a letter will go out to PSAPs and Chief Elected Officials to stress the need for compliance.

Jeff Vannais indicated that data sent to DPH is useless. He stated that East Hartford is more than happy to provide the data, but another way of capturing the data is needed.

Wayne Maheu urged the group to not identify any specific municipalities during these and future discussions. One should only talk about the issue.

John Gustafson requested that the Commission appoint a sub committee to resolve the DPH EMS data collection issue. Chairman Herrick designated Tyler Millix and Jeff Vannais to work with John Gustafson on the issue.

## **E911 Funding Subcommittee**

Sub committee Chairman Lee Vincent reported on the status of the funding sub committee's work. The sub committee has had four meetings to date.

Lee Vincent discussed the work of the sub committee to date. He indicated that the sub committee would have a funding report for the January Commission meeting. The committee reviewed the OSET proposal for changing the formula via the base value. The regulation change process and the timing of any changes that might be needed were also discussed. Sub committee chairman Vincent discussed the issue of what is different in PSAP functions now from 1996 when the funding was established. He presented the following items that were identified:

- CLEC companies emerged, along with multi-player data base problems
- Tracking – “Tagging” EMS calls
- PSAPs offer more multilingualism
- Quality assurance
- Call taking is emerging as more of a calling/vocation
- Cell phones
- Ergonomics of the new technology
- How OSET work with neighboring PSAPs
- Administering relationships with constituent municipalities
- Microwave connections between sites
- Taking routine calls such as dog warden calls
- Increased call volume
- More assistance is being provided to police in their investigations
- Attorneys are calling and getting tapes and statements on liability issues
- Pay levels have escalated to keep up with competing jobs
- Increased expectations on the part of the public
- Much more caller anxiety since 9/11/01
- Emergence of Tele-matics. On-Star is a new source of calls
- The growth of alarm customers: fire, panic, medical
- Any single accident on a highway now generates many more calls, because most passers-by have and use cell phones
- Anti-terror, homeland security type calls, where residents report suspicious sightings
- Cost escalation
- EMD – Emergency Medical Dispatch
- Free-roaming cell accounts may be causing us to get more calls from out of state
- There’s a greater load on dispatchers because of liability exposure

George Pohorilak discussed the handout containing the changes to the base value of 1.5 for the regional centers.

Lee Vincent asked George Pohorilak, Office of Statewide Emergency Telecommunications (OSET), to give a presentation of current funding for the regionals and the proposed change. George Pohorilak discussed the proposed formula change that was presented to the E911 Commission at the July meeting. He indicated that several small errors were corrected. He stated that in order to have a formula that resulted in any significant change, a base value of at least 1.5 needed to be used. The base value was then incrementally raised, by .1, each year for six years to 2.00.

## **Wireless**

### **Wireless Phase II Deployments**

George Pohorilak reported that all carriers are compliant with the exception of T-Mobile which will go live on Monday.

On October 15, there will be a press conference at 3:30 at the Clinton Police Department announcing our completion of the Phase II project. Governor Rell will be present.

**Accuracy Testing**

Mike Guerrero reported that OSET will restart the accuracy testing next week after T-Mobile goes live.

**PSAP Issues****Customer Premise Equipment (CPE) Upgrade**

George Pohorilak reported that SBC completed the last CPE upgrade. George Pohorilak thanked the SBC team for their work in completing the upgrade of the State's 107 PSAPs to the new platform. Another upgrade to the software is coming.

**Quarterly PSAP Forums**

Carey Thompson discussed the PSAP Update meetings scheduled for October and November. There will be four meetings around the state. This gives all PSAPs an opportunity to meet with OSET. An agenda will be sent out. The meetings are scheduled for October 18 at Saybrook Point, October 19 at Westport Police Department, October 29 at Farmington Police Department and November 9 at Eagleville Fire Department.

Jeff Vannais said that East Hartford has a plethora of map data that can be shared with OSET.

**Status of Transition Grants**

George Pohorilak reported that OSET has processed payments to Deep River and Chester for approximately \$140,000 to facilitate the transition of Deep River and Chester to Valley Shore. The larger grant is still under discussion.

**Map Update**

George Pohorilak discussed the process for gathering map update information. He indicated that a new version of the map would be distributed to all PSAPs early next year.

George Pohorilak discussed the map update process. He mentioned that all towns and PSAPs need to verify all street names, and address ranges.

The chief elected official in each town will be asked to identify their GIS contact. OSET will work with the PSAP and the town/city GIS contact to verify map information.

**E9-1-1 Performance Reports**

Mike Guerrero discussed the performance reports submitted by SBC and by CLECS.

**New Business****Amber Alert**

George Pohorilak reported the coordination between PSAPs and the State Police need to be refined.

Wayne Maheu noted that during a recent kidnapping attempt in Meriden, the suspects heard the Amber Alert announcement on the radio and dropped the child off at the home of the child's relative in New Jersey. George Pohorilak said OSET will make sure the information regarding Amber Alert is given to PSAPs and dispatchers.

**Legislation**

George Pohorilak noted the PBX legislation has been submitted.

Wayne Maheu said this is the same legislation that has been submitted as in the past, but this has the Commissioners' support.

Discussion followed regarding VOIP and the problems that VOIP present for 911. Commission members expressed their concern that the public needs to be advised of the shortcomings of VOIP as related to 911 calls. George Pohorilak indicated that the FCC needs to address VOIP issues and that NENA, NASNA, and APCO have made VOIP one of their highest priority.

Ernest Herrick requested OSET put together a report on VOIP that the Commission can take to the Governor. George Pohorilak said OSET will report at the next Commission meeting.

Wayne Maheu told the Commission the Division of Fire, Emergency and Building Services is working with them and trying to move forward with this issue.

**Public Comment**

Roy Piper announced that the Office of Emergency Management will change to Department of Emergency Management and Homeland Security on January 1, 2005.

**Adjournment**

A motion was made by Lee Vincent, seconded by Donald Richardson and unanimously approved to adjourn the meeting at 11:30 am.